Policy & Procedures Manual

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Section 1 – Program Management and Monitoring

A. Introduction

The Virginia Commission on National and Community Service is required to monitor the performance and progress of funded programs to ensure that the individual programs are in compliance with programmatic and fiscal provisions.

The Virginia Commission has adopted a Risk-Based Policy for monitoring its programs. The purpose of this process is to have in place the tools that will enable the Commission to evaluate its programs in order to anticipate and control future events.

B. Authorization

Compliance guidelines are set forth by the following:

1. National and Community Service Act of 1990, as amended (42 USC 12501, et seq) – Chapter 129
2. National and Community Service Trust Act of 1993
3. Corporation Regulations (45 CFR Parts 2500-2599, 2510 et seq, Parts 2541-2543)
4. AmeriCorps Guidelines
5. RFA/RFP Guidelines
6. Program Contract/Grant Award
7. Award/Contract letter
8. Award/Contract budget
9. AmeriCorps Provisions
10. Applicable OMB Circulars
11. A-133
12. Other relevant legislation, regulations and requirements as amended or incorporated by state or federal government.

C. Goals

1. To ensure programs' continued ability to perform effectively;
2. To identify potential problems in order to eliminate them or reduce their effects;
3. To ensure programs' increased capacity and sustainability.

D. Monitoring

Program Monitoring is conducted throughout the funded year to review and evaluate records, accomplishments, organizational procedures, fiscal control systems and service impact. This monitoring will utilize, but not be limited to, the Commission's Risk-Based Assessment.

1. The Virginia Commission's monitoring strategy encompasses mechanisms to provide oversight of subgrantees, which may include the following:
   a. *Communicating,* maintaining regular communications, such as scheduled conference calls or advisory or policy issuances, etc.
   b. *Training*, to assure program staff knowledge.

c. *Reporting,* receiving and reviewing FSRs, Monthly and Quarterly Progress Reports, A-133 or other audits, final or special reports.
d. *Site Visits,* for review of compliance and/or program quality and performance issues or emergency resolution of identified problems. Site visits could also include specialized technical assistance trips or special audits or surveys.
e. *Evaluating,* to assess progress toward program goals and the severity of any standards not met.

2. The above considerations will be used along with a risk assessment of each grantee based on the following types of factors:

a. New Grantees
   i. Organizational performance in past endeavors
   ii. Prior Federal or State awards and programs
   iii. Results of prior independent A-133s

b. Continuing Grantees
   i. Past history of organization performance
   ii. Prior site visits and findings
   iii. Compliance issues
   iv. Adequacy of reports—program and financial
   v. Timeliness of reports
   vi. Program performance (quality of activities and accomplishments, responsiveness)
   vii. Audit findings (A-133 or state reviews)
   viii. Adequacy and stability of management, both of the organization and the program
   ix. Community feedback

3. Information from the following sources may be used in assessing risk:
a. Site visit evaluations
b. Progress reports
c. Financial status reports
d. Invoices
e. WBRS documentation for program expense reports, time logs, enrollments, etc.
f. Status of corrective actions taken for past deficiencies
g. Community feedback

4. Program Monitoring targets the following areas and a review and/or collection of the following documents through the use of review instruments, including, but not limited to:
a. Reporting and Communication Compliance – timely and accurate submission of:
   i. Member enrollment forms
   ii. Change of status forms
   iii. Progress reports
   iv. Periodic Expenditure Reports (PER)
   v. Financial Summary Reports (FSR)
   vi. Annual accomplishments
   vii. A-133 audit reports

b. Member Documentation – A random review of member files is conducted during one of the site visits. A minimum of fifteen (15) % of the member files are randomly selected for review and must include:
   i. Member Application
   ii. Eligibility Documentation
      1. Age
      2. Residency/Citizenship
   iii. Member Contract
   iv. Enrollment Form
   v. Emergency Notification Form
   vi. Publicity Release Form
   vii. Evidence of Education:
      1. High School Diploma
      2. GED
      3. Self Certification Form
   viii. Position Description
   ix. Grievance Procedure
   x. Receipt of Member Handbook Statement
   xi. Confidentiality Agreement
   xii. Drug Free Workplace Policy Agreement
   xiii. Informed Consent Statement
   xiv. Non-Discrimination Clause Agreement
   xv. Probation Policy Agreement
   xvi. Expectations of AmeriCorps Members Agreement
   xvii. Member Dress Code Agreement
   xviii. Sexual Harassment Policy Agreement
   xix. Substance Abuse Policy Agreement
   xx. Benefits Documentation:
      1. Enrollment documentation or waiver for Health Care
      2. Enrollment documentation or waiver for Child Care
      3. Loan forbearance request or waiver
   xxi. Background Check Results:
      1. Criminal
      2. Child Protective Services
      3. Adult Protective Services
   xxii. W-4 Tax Forms
   xxiii. Timesheets
   xxiv. Member Performance Evaluations
   xxv. Documentation for Early Termination
   xxvi. Change of Status Form
   xxvii. Exit Form

c. Review of Timesheets – A random review of member time sheets is conducted as part of program monitoring. Time sheets are reviewed along with the randomly selected member files. Time sheets are reviewed for the following proper documentation and accuracy.
   i. Signed by program director **and** member
   ii. Notation of actual time and date (i.e. 8/30/00; 8:00am-12:30pm)

  iii. Notation of hours (i.e. 4.5 hours)
  iv. Notation of activity (direct service hours vs. indirect/training hours)
  v. Must match WBRS time logs
  vi. Correct addition and calculation of hours

- **d.** Financial Systems – adherence to standard accounting principles demonstrated through:
  - i. Audit trail
  - ii. Internal controls
  - iii. Proof of expenditures
  - iv. Division between attributable and non-attributable costs
  - v. Budget line item delineation
  - vi. Written cost allocation procedures
  - vii. Withholding personal income tax and FICA
  - viii. Distribution of living allowances

- **e.** Policies and Procedures – documentation of activities and/or materials relating to:
  - i. Evaluation tools
  - ii. Participation in AmeriCorps events
  - iii. Posting of AmeriCorps logo
  - iv. Tracking system for program objectives
  - v. Tracking system for the accumulation of service hours
  - vi. Safety precautions
  - vii. Grievance procedures
  - viii. Prohibited activities
  - ix. Drug-free workplace policy

- **f.** Organizational Strength – demonstration of:
  - i. Evaluation tools
  - ii. Agency mission
  - iii. Staff capacity and quality

- **g.** Service Project Effectiveness - impact communicated through:
  - i. Achievement of objectives
  - ii. Evaluation tools
  - iii. Community response
  - iv. Partner/stakeholder/member satisfaction

5. Site Visit Protocol – when it is determined that a site visit is warranted, the procedure will be as follows:
- a. Program Officer schedules date for site visit via email or phone
- b. Confirmation letter sent via email or hard copy
  - i. attach copy of agenda for visit
  - ii. attach copy of review instrument tool(s)
- c. Site Visit (initial-assessment or continuous improvement)
- d. Follow-up letter & comprehensive monitoring report
  - i. attach copy of completed review instruments

6. Additional Monitoring – A variety of other methods are used by the Commission to monitor the progress of sub-grantees and to assess program compliance. The following is a partial list of those methods and tools:
   a. Monthly Progress Reports
   b. Quarterly Progress Reports
   c. Monthly Periodic Expenditure Reports
   d. Monthly In-Kind Contribution Forms
   e. Financial Status Reports
   f. Desk Monitoring Visits
   g. Program Training and Development Teleconferences
   h. Program Director Teleconferences
   i. Program Director Meetings

E. Reporting

1. **Monthly Progress Reports –** Programs are required to submit monthly progress reports detailing progress toward performance measures, program activities and steps toward sustainability. The report provides an opportunity for early issues detection and requests for assistance. Reports are reviewed by Commission Program Officers, who will in turn provide written or verbal feedback. Based on the report findings, programs may be required to provide written correspondence, participate in specific training and/or receive additional site visits. This report is completed in a template provided by the Commission.
   a. Monthly Progress Reports are due to the Commission via email **no later than** the 6^{th} working day of each month.
      i. Except for quarterly reporting months (January, April, July and October)

2. **Quarterly Progress Reports –** Programs are required to submit quarterly progress reports that provide a comprehensive review of program activities, challenges and progress towards objectives. The quarterly reports are a narrative summation of monthly progress reports. These reports are reviewed by Commission Program Officers and forwarded to the Corporation as requested. Programs are provided written or verbal feedback on reports. Based on the report findings, programs may be required to provide written correspondence, participate in specific training and/or receive additional site visits. This report is completed in the Web-Based Reporting System (WBRS).
   a. Quarterly Progress Reports are due in WBRS on the 6^{th} working day of January, April, July and October.

3. **Web-Based Reporting System (WBRS) –** WBRS is an electronic reporting system used to monitor program progress and expenses. Although WBRS allows the Commission to create a number of reports, the following reports are reviewed routinely by the Commission:
   a. Member Roster
   b. Member Hours Table
   c. Member Enrollment Query
   d. Periodic Expense Report (PER)
   e. Financial Status Report (FSR)

4. **Program Reporting Non-Compliance:**
   a. After 6th working day, if a particular report has not been received, Commission Program Officer will send **"Notice of Failure to Submit Report"** via email.
   b. If the report has not been received within 48 hours of initial notice, a **"Notice of Non-Compliance"** will be sent via email and postal mail, with copies sent to Program Director's superior and the program's fiscal contact. This notice will communicate that all reimbursements have been placed on hold until satisfactory compliance as determined by Program staff.
   c. If the report is not received immediately upon Notice of Non-Compliance, a **"Notice of Intent to Terminate Contract"** will be sent via email and postal mail, with copies sent to Program Director's superior and the program's fiscal contact.

F. Meetings & Teleconferences

1. **Program Director Meetings –** Program Directors are required to attend periodic meetings for training, program updates, and Corporation and Commission updates. Program Directors are encouraged to bring other program-related staff and partners to meetings.
2. **Program Director Teleconferences –** Teleconferences are held quarterly with Program Directors to discuss issues of importance or concern, receive updates on program activities, assess training needs, provide feedback and announce upcoming opportunities for development and/or operation changes.
3. **Program Compliance Teleconferences –** Programs may receive calls from the Commission to review concerns and/or recognize progress towards objectives. These calls serve as an opportunity to address program specific issues. Teleconferences must be documented in the program's contract file and feedback provided in writing.

G. General Non-Compliance

If a program is determined to be out of compliance in any area, the Commission will provide the program with written notification. Notice from the Commission includes the required corrective action, deadlines and consequences. Consequences may consist of delay in processing reimbursements, delay in reporting to the Corporation, limitation of future grant renewal and closure of the program***. Copies of all notices*** are maintained in the program's contract file.

H. Summary

Every effort is made to ensure the successful completion of the funded program period. In addition to the above reports and procedures, the Commission may randomly collect and review additional information (i.e. service hour time sheets, self-reporting fiscal assessments, audit reports, etc.). Additional reports, visits, teleconferences, correspondence and training are required based upon program performance and compliance.

Section 2 – Communication

A. If a Program Director contacts a member of the Commission staff by telephone and discusses a specific issue or concern, the Commission staff representative will document the conversation. The Commission staff representative in most cases will request the Program Director to forward the issue in writing. If a decision is reached by telephone between the two parties then the Commission staff representative is required to prepare a written summary of the discussion and resolution and forward it to the Program Director following the telephone conversation.

B. As Specified in the AmeriCorps Program Provisions, subgrantee must notify the grantor or any modifications to the program or legal applicant. If a Program Director or representative of the program needs to clarify an issue, require technical assistance, require a decision from the State Commission, or have unanticipated incidents, they must submit the information or request <u>in writing</u> to the State Commission Office. Example pf notification/correspondence includes but not limited to:

1. All programmatic changes to include program policies and procedures;
2. All programmatic changes pertaining to AmeriCorps program service activities;
3. All programmatic changes or questions pertaining to AmeriCorps special events;
4. All budget modifications and financial changes in the approved contracts;
5. Any change in organizational capacity (i.e. financial status, legal restraint, etc.)
6. Any information regarding AmeriCorps Living Allowances;
7. All accounting issues including fraud and program waste;
8. All changes that reflect a variance in program objectives;
9. All compelling circumstances with supporting documentation;
10. All issues or questions pertaining to replacing AmeriCorps members or AmeriCorps members returning to the program;
11. All issues or questions pertaining to an AmeriCorps member transferring to another program;
12. All issues or questions pertaining to AmeriCorps member suspensions, prohibited activities, and rules of conduct;
13. All issues pertaining o law suits, grievance and injuries of any kind;
14. All organizational changes such as personnel being hired or resigning from the program. This includes any changes in the management structure of the program;
15. All issues pertaining to criminal history checks and or reference checks;
16. All requests for program no-cost extensions;
17. All issues that pertains to fundraising risks;
18. All issues that involve Americorps members' injuries while serving in the program;
19. All Americorps program issues (i.e. Sexual Harassment, Racial Harassment, General Harassment, Equal Employment Opportunity (EEO) issues, Insurance issues, Workers compensation issues, AmeriCorps Disciplinary action issues, and Grievance procedures);
20. All program complaints or concerns pertaining to Commission staff;
21. All program appeals to non-compliance notifications;
22. All program training requests for Staff and AmeriCorps members;
23. All program evaluations issues;
24. All site visit responses and requests for additional information;
25. All general program requests and changes in any part of the approved contract.

C. Some incidents/circumstances require specific action steps and correspondence when confronted with the specific situations **related Harassment, Grievance and Equal Opportunity (EEO) Cases (This includes all sexual, racial, AmeriCorps members' grievance procedures issues and EEO related issues that occur in the program.) The following steps must be followed when confront with any of these situations:**

1. If a Program Director notifies the Commission that a case has been filed or a concern has arisen, and then the Commission will note the concern as relayed by the program staff in the program contract file.

2. If an Americorps member notifies the commission that a case has been filed or a concern has arisen; the Commission will note the concern as relayed by the Americorps member in the program contract file and notifies the Program Director. The Member is routed back to the program to follow the local program's grievance process procedures (Each program must provide each member with a grievance process, which allows for an objective ruling).

3. The Program Director may be required to submit the information in writing.

4. The Program Director must proved resolution to the Commission Staff, in writing, at the conclusion of the investigation, meeting or grievance procedures.

5. If the Commission Staff requires additional action, an independent investigation is conducted based on guidance established by the Commission Executive Director.

D. The Commission's primary customer is always the Program Director. The program Director's primary customer is the AmeriCorps member. AmeriCorps members should not be directed to the Commission unless the Commission is clearly identified as a step in the program's internal grievance procedures. Communication should occur between the commission and the program staff only. The program is responsible for relaying information and support to the member.

E. Routine Programmatic Changes or Program Budget Changes require the following action:

1. When the Commission receives the program request the commission will acknowledge the receipt within (5) working days.

2. The Commission will review the request and notify the program within (10) working days after the completion of the review and a final solution has been rendered.

3. The Commission will notify the CNS program Officer within (10) working days after the completion of the review and a final solution has been rendered.

F. Compelling Circumstance is generally defined as situations beyond the member's control that hinder the successful completion of a term of services. In order to be eligible for a pro-rated educational award, a member must have served a minimum of 15% of his her term of service. Final decisions on all compelling circumstances are rendered by the AmeriCorps Executive Director to ensure consistency.

1. Program staff should determine if a situation meets the general criteria of compelling circumstances, as outline by CNS.

2. If a program determines that a member issue does meet the general criteria a written request for approval of a pro-rated grant is forwarded to the Executive Director of the Commission. Requests for pro-rated grants should be submitted in a timely manner (as soon as the circumstances and the member's inability to complete the service term has been identified – not at the end of the program year).

3. A request for approval or a pro-rated grant based upon compelling circumstance should include:
   a. Member name
   b. Number of hours and percentage of time completed
   c. Detailed description of the circumstances
   d. Supporting documentation (i.e. medical notes)
   e. Letter from member to the program requesting approval (if applicable)

4. A response will be provided to the program within 5 working days of receipt of the request in the Commission Officer. A decision will be rendered or additional information will be requested.

5. A program does have the right to appeal a decision (within 5 days of the rendered Commission decision); however, this requires the same process as described above.

G. Program Staff Personnel Changes, that directly affect the management of the corps, should be provided in writing to the Commission.

1. Provide the commission with written notice of termination or resignation within 5 working days of the announcement.

2. Include in written notice, the circumstances if damaging to the management of the Corps and effective dates.

3. Provide the Commission with new hire information, to include a copy of the resume/application, relevant experience and effective start date.

4. Submit WBRS access changes immediately using WBRS information Update Form.

Section 2 – Program Close Out

If a program contract is ended by the sub-grantee or the Commission, specific information must be gathered and filed. These requirements are determined by CNS.

The Virginia Commission requires programs to maintain records for a period of seven years after the end of the last program year. This is due to the seven year time allowance for the use of an educational award.

Upon closeout, Commission staff will provide all required documentation and instructions.

Section 3 – Fiscal Management and Monitoring

A. Introduction

The Office of the Commission must not only exercise standard accounting procedures in the use and management of monetary funds within the Unit, but also ensure the proper management and allowable costs of its sub-grantees.
Practices have been established to determine following:

- accurate financial information and reporting
- match requirements
- in-kind contributions
- internal controls
- documentation to support expenditures
- documentation of member activity
- effective cash management and budgetary controls

B. Review of A-133 Audits

Programs are required (requested in writing) to submit the most recent audit of the organization to the Commission. The reports are reviewed to ensure that the legal applicant is in compliance with financial regulations. The A-133 may alert the Commission to deficiencies in internal controls, noncompliance with grant provisions and questioned costs. A copy of the audit report is filed in each program file.

Most state agencies (i.e. universities) will have an audit completed by the State Auditor's Office; this comprehensive audit makes it very difficult to extract AmeriCorps dollars from the reporting. However, these reports are reviewed by the State and any findings are duly noted and shared within State agencies (VDSS).

When findings are noted that raise concerns as to the legal management and reporting of finances, programs must provide the Commission in writing with corrective steps taken. The Commission will determine if these actions are adequate and effective. The Commission may also request Management Letters from the firm that conducted the audit. If necessary, the Commission will use the additional expertise of the VDSS Accounting Department or Commission members (CPAs) to identify weaknesses in program internal controls. Lack of continuous improvement or serious audit findings may result in an early closure/termination of the program based on the required terms and conditions. The sub grant award agreement (or the standard contract under the RFP) is supported by the general terms and conditions and the special terms and conditions in the Request for Application (RFA).

C. Review of Financial Status Reports

All grantees must submit Financial Status Reports (FSRs/269a) quarterly. Programs use WBRS to create reports; however, signed hard copies of the reports must be submitted to the Commission on the scheduled quarterly due date. Upon receipt of FSRs, the Fiscal Officer reviews the report for accuracy and questionable costs. Review emphasis is placed upon the following areas:

- Correct grant number

- Proper name of program listed in box number 3
- The grant period listed begins form the very first time the program received funding, not from the beginning of the specific program year.
- Proper reporting period – quarter (10/1-12/31, 1/1-3/31, 4/1-6/30, 7/1-9/30)
- Numerical figures/lines addition
- Is the grantee meeting minimum budgeted matches?
- Any other items and issues referred to in the “Guide to Financial Reporting” created in March 2004 and distributed March 4, 2004 at the Project Directors Conference.

D. Budget Revisions

A program must submit budget revisions, within 10 working days, if it has not met its member slot requirement by the close of the 30 day enrollment window. Throughout the program year, a program may request line item reallocations within the same budget section (B-F). Line item changes can not be made within Section A – Member Support Costs.

Process:

1. When the Commission receives the program request by e mail, letter (revised budget form, revised budget narrative and letter of request) the Commission will acknowledge the receipt within (5) working days.

2. The Commission will review the request and notify the program in writing, e mail within (10) working days following the review.

3. The Commission will notify the CNCS Program Officer and the appropriate WBRS representative within (10) working days after the completion of the review and a final solution has been rendered. CNCS must approve all budget revisions.

4. The Commission will notify the program the final decision via email.

E. Processing of Periodic Expense Reports

Periodic Expense Reports (PERs) are submitted to the Commission monthly (6^{th} workday of every month). Although completed on WBRS, PERs must be submitted to the Commission in a timely manner, with original signatures and date, which is required for process of payment by the Commonwealth of Virginia. Email notification of the PERs completion in WBRS must occur by the 6^{th} workday of each month.

F. Match Requirements

Programs must meet the match requirements as identified in the RFP and CNCS guidelines. Programs must meet match requirements monthly as reported and reviewed on the PER. If a program does not meet its match one month, it must be brought to the attention of the program in writing. The program must then either correct the reporting and/or provide an explanation. If the explanation is justifiable (ex. new staff not hired yet), as determined by the Commission Executive Director, then the % match must be achieved by given deadline or next quarterly FSR.

G. Travel Regulations/Reimbursements

Travel reimbursements must be submitted in accordance with current Virginia Travel Regulations. In any instance, a travel reimbursement form must be completed accompanied by original receipts. Sub-grantees, contractors and Commissioners must promptly submit the form to the Commission's Fiscal Officer with the following sections of the form completed:

- Name, address, city, state, zip code and vendor ID/social security number
- Section 1 - date
- Section 2 - location of expense
- Section 3 - miles traveled
- Purpose of trip
- Signature

H. Reporting

Periodic Expenditure Reports - PERs

Programs are required to submit monthly Periodic Expenditure Reports (PERs) to generate program reimbursements and to provide a benchmark of expenditures, allowable costs and program activity. Programs are provided written feedback on reports. Based on the report findings, programs may be required to provide written correspondence, participate in specific training and/or receive additional site visits. This report is completed in WBRS.

- Monthly Periodic Expense Reports (PERs) are due to the Commission **no later than** the 6th workday of each month.
- PER Submission Process:
  - Program enters a PER into WBRS as "completed, awaiting approval."
  - Program notifies the Commission's Fiscal Officer in writing (by e mail) when the PER is entered into WBRS. This notice must be received by the due date.
  - The Fiscal Officer will review the PER and notify the Program Director when they can change the status to "approved" in WBRS.
  - Once the PER is approved in WBRS, the Program Director must sign and date it.
  - Program then mails the **signed copy** of the approved PER and notifies the Fiscal Officer via email that the PER is being submitted.
    - The PER **must** be printed in **LANDSCAPE** format.

Financial Status Reports (FSRs)

Programs are required to submit quarterly Financial Status Reports (FSRs) to provide a summary of the financial status of the sub-grantee. Reports are reviewed and approved by the Commission before being submitted to CNS. This report is completed in WBRS.

- Financial Status Reports (FSRs) are due to the Commission **no later than** the 10th workday of January, April, July and October.
- FSR Submission Process:
  - Program enters an FSR into WBRS as "completed, awaiting approval."
  - Program notifies the Commission's Fiscal Officer via email when the FSR is entered into WBRS. This notice must be received by the due date.
  - The Fiscal Officer will review the FSR and notify the Program Director when they can change the status to "approved" in WBRS.
  - Once the FSR is approved in WBRS, the Program Director must sign and date it.

- Program then mails the **signed copy** of the approved FSR and notifies the Fiscal Officer via email that the FSR is being submitted.
  - The FSR **must** be printed in **LANDSCAPE** format.

Monthly In-kind Contribution Forms

In-kind Contribution Forms accompany each monthly PER submission. This form is used to document in-kind match as specified in the proposal and/or in-kind services and/or monetary support provided by the grantee. These reports are completed in a template provided by the Virginia Commission.

Web-Based Reporting System (WBRS)

WBRS is an electronic reporting system used to monitor program progress and expenses. Although WBRS allows the Commission to create a number of reports, the following reports are reviewed routinely by the Commission:

- Member Roster
- Member Hours Table
- Member Enrollment Query
- Periodic Expense Report (PER)
- Financial Status Report (FSR)

Section 4 – Member Issues

A. Introduction

The Program Director reports directly to the Virginia Commission. Policies have been developed to give most authority, as it relates to the member, to the Program Director who has more direct contact and knowledge of member activities. In addition to the Program Director having direct authority regarding member issues, the Commission also has authority to insure consistent application of policy.

B. Member Concern Protocol

Often times, a member will contact the Commission to voice concerns or inquire about proper procedures and National Trust information. When members contact the Commission, the Commission is required to respond within two working days.

If a telephone call is received, by Commission staff, from a member the issue/conversation should be logged and placed in the program file. If an email or letter is received from a member, it too should be placed in the program file.

The Commission is required to hear the concern of the member and provide quality customer service and guidance when possible. However, if it is a program complaint or grievance the member should be directed to follow his/her program grievance procedure.

All programs are required to have a grievance procedure and must notify the Commission if it is to serve as a part of the steps to resolution.

Process:

1. Once a complaint has been received the Commission Program Officer should be notified (given a copy of the letter, email or logged conversation to file) and will contact the appropriate Program Director.

2. The Program Director must be directed to provide the member another copy of the program grievance procedure and resolve the issue. Depending upon the situation, the Director may be given guidance as to how to address the issue by the Commission. This notification may be in writing, if it is via a telephone conversation, then the conversation must be logged and filed by the Commission.

3. The Program Director must provide the Commission with written resolution which is maintained in the program file.

C. Member Disciplinary Action at Commission Sponsored Events

The Commission sponsors a number of events and all National Service participants are expected to behave professionally. If inappropriate behavior is demonstrated, Commission staff should alert the appropriate program director, who is required to follow his/her disciplinary procedures. If illegal activity or violent behavior is identified the member should be immediately terminated from the program and removed from the event grounds/premises. If deemed necessary, Commission members should contact the appropriate authority to resolve an incident that endangers others.

The Commission encourages programs to create a member agreement for off-site events that reinforces appropriate behavior and consequences.

D. National Trust Inquiries

When questions arise concerning the Education Award, Program Directors should consult the AmeriCorps Program Director Handbook, and members should consult the AmeriCorps Member Handbook.

E. Member Enrollment

Enrollment of all members must be completed within thirty days of formal notification of grant award.

Section 5 – Training and Technical Assistance

A. Introduction

The Commission is responsible for providing ongoing support to national service programs within the Commonwealth. This support includes assessments and services to AmeriCorps State and National programs. If the Commission is unable to provide the desired training, then the Commission Training Coordinator provides information and referral services to identify training resources and providers.

Channels through which training and technical assistance are provided include:

- Program Development Assistance and Training (PDAT) Teleconferences
- Disability Initiatives – Outreach and Accommodations
- Service Bits
- Training Workshops
- Program Director Meetings
- Biennial Streams of Service Conference
- Virginia AmeriCorps Policy Supplement
- WBRS
- Commission website

B. Needs Assessment Protocol

A training needs assessment is developed by the Commission to evaluate the needs of national service programs throughout the state. The results are used to guide the procurement and provision of training and resources to programs.

C. Request for Training Resources

A link to training resources and a calendar of training opportunities is accessible on our Website.

D. Program Development And Training (PDAT) Teleconferences

PDAT teleconferences are held as needed to discuss training needs of national service programs and to coordinate conferences and workshops with program staff input.

E. Web Based Reporting System (WBRS)

This system is accessible to designated Commission staff and AmeriCorps state program staff. WBRS offers a tutorial and online Help Manual as instructional tools to users. Additional training is provided by the Commission or national providers.
WBRS Service Desk: The Executive Director assigns a WBRS Coordinator to man the WBRS Help Desk. The Coordinator must respond to WBRS Help Desk inquiries within 24 hours of receiving the requests.

F. eGrants

This is an online grants application system for National Service programs. Training is offered through the Commission and national training providers such as Project STAR.

Section 6 – Commission Sponsored Events

A. Introduction
The Virginia Commission for National and Community Service sponsors a number of events to promote citizenship and quality service across the Commonwealth. Attendance at certain designated Commission-sponsored events is mandatory, as determined by the Commission.

B. Streams of Service Launch
The Streams of Service Launch is an annual event used to kick off national service in Virginia. All Streams of Service are represented, the pledge is taken and service and or training should be performed. The event is usually held between September and November.

C. Streams of Service Conference
The Streams of Service Conference is a bi-annual annual event held to provide an opportunity for training, networking and collaboration among the various national service groups, volunteer and service community.

D. National Service Days
The Commission requires programs to coordinate signature service projects for Make a Difference Day (third Saturday in October) and Dr. Martin Luther King Day (second Monday in January). The Commission has the authority to provide guidance on the execution of these projects (i.e. programs must collaborate with local non-profits, other streams of service, etc.) or coordinate the event(s) itself. Signature projects are also encouraged during Virginia Volunteer Month, National Volunteer Week, National Youth Service Day and Join Hands Day.

E. Governor's Community Service and Volunteerism Awards
The Governor's Awards are used to recognize outstanding volunteer service efforts of companies, organizations, groups, youth, seniors, families, etc. across the Commonwealth. These esteemed annual awards promote civic responsibility, national service and achievement.

F. Unified State Plan Meetings and Events
The Unified State Plan (USP) is a document that identifies the service priorities of the Commonwealth as well as the overarching vision of promoting an ethic of service within the state that includes national service, community service, volunteerism and service learning at all levels.

The common theme of the USP is to create regional service stream networks to share information and explore collaboration leading to the provision of comprehensive and holistic services to people in need.

USP meetings and events are arranged by the Commission staff's USP Coordinator. He or she is guided by the needs of the citizens of the Commonwealth and the USP Collaborative Partners (Commission and Commission staff, CNS State Office and Virginia Department of Education).